



## Wansview Cloud APP User Manual



We keep improving the app, if the app interface is not accordance with the instructions, please go to wansview website: <http://www.wansview.com> for the latest instructions.

17th April 2019

[www.wansview.com](http://www.wansview.com)

# Download

- Go to the App Store or Google Play to search and download “Wansview Cloud” APP to your supported devices.



Wansview Cloud APP icon

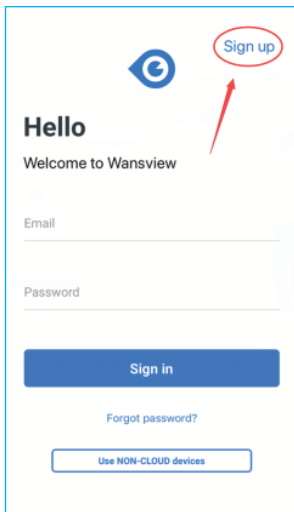
- Or please scan below QR code to download Wansview Cloud to your Android or Apple device



# Account Management

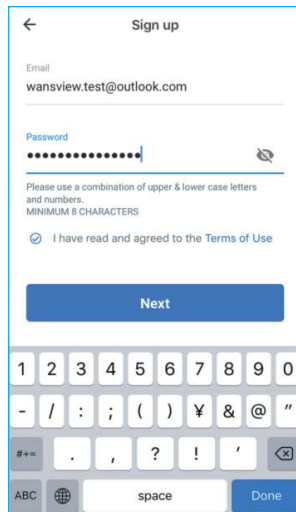
## Account Register

1 Open Wansview Cloud App, then select Sign up



The image shows the Wansview Cloud App sign-up screen. At the top, there is a blue eye logo. Below it, the text "Hello" and "Welcome to Wansview" are displayed. A red circle highlights the "Sign up" button, with a red arrow pointing to it. Below the logo, there are input fields for "Email" and "Password". A blue "Sign in" button is located below the password field. At the bottom, there is a link for "Forgot password?" and a button labeled "Use NON-CLOUD devices".

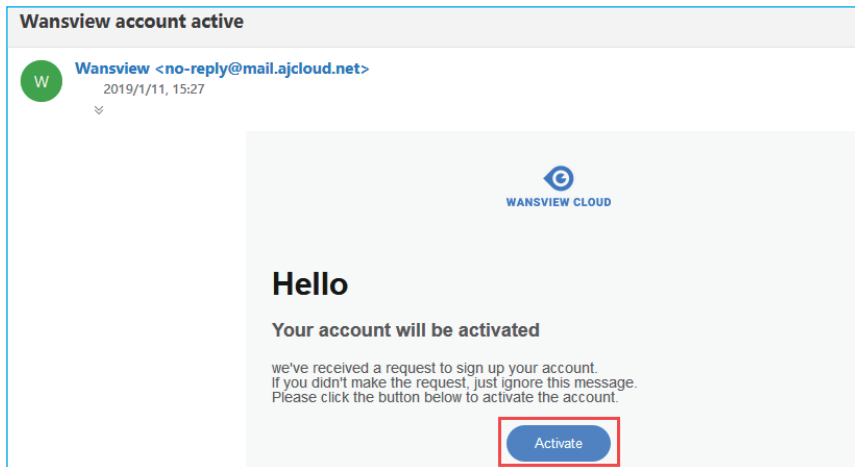
2 Enter your email



The image shows the Wansview Cloud App sign-up screen with the email "wansview.test@outlook.com" entered. The "Password" field is masked with dots. Below the password field, there is a note: "Please use a combination of upper & lower case letters and numbers. MINIMUM 8 CHARACTERS". A checkbox is checked, indicating "I have read and agreed to the Terms of Use". A blue "Next" button is at the bottom. A keyboard is visible at the bottom of the screen.

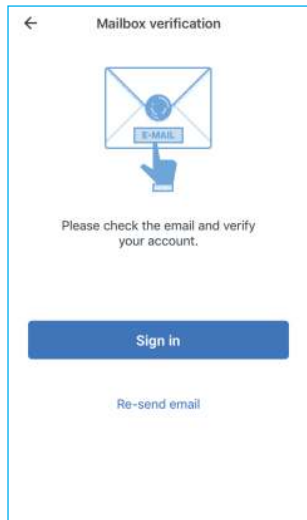
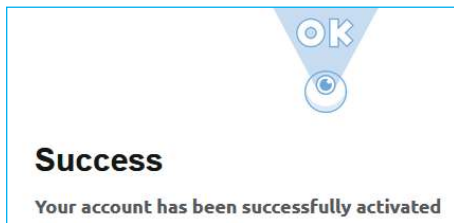
3 Create a password at least 8 characters long. Your password must include three of the following:

- At least one uppercase letter.
- At least one lowercase letter.
- At least one number.



- 4 You will receive an email with your Activation Link.  
Open the link to activate your account.

- 5 Go back to login your account after activation  
successful.

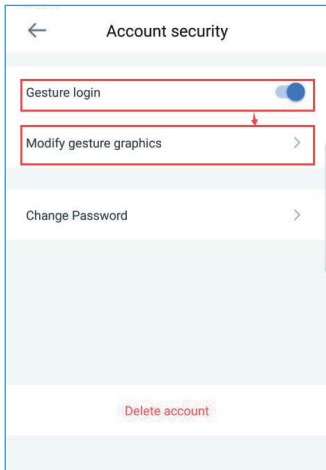


# Sign in

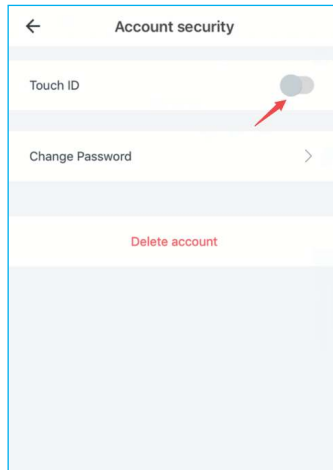
For the initial use, User must Login the account with your account email and password, then user can use Gesture login for Android device, and Touch ID for iOS device

## 1 Gesture Login Setting:

Select **【Me】** - **【Account security】** - **【Gesture login】**



## 2 Touch ID fingerprint Sign in



### 3 Password modification

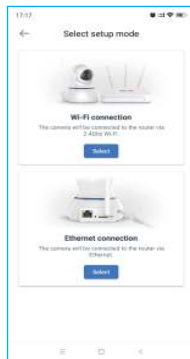
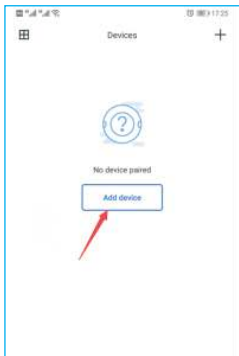
User can change password through **【Me】 - 【Account security】 - 【Change Password】**

If the password is forgotten, please set new password by clicking **【Forgot password? 】**

# Add and Delete Camera

## Add camera

- 1 Check your mobile device to make sure that it's connected to a 2.4GHz band network before pairing the camera (5GHz is not supported). While all routers do have the 2.4GHz band available, you may need to adjust your router settings in order to pair your camera.
- 2 Tap the "+" button on the top right of the screen and select your Camera. Select the camera model number, such as Q3S or K3, and then user can choose WiFi connection or Ethernet connection (only suitable for camera that has RJ45 port)

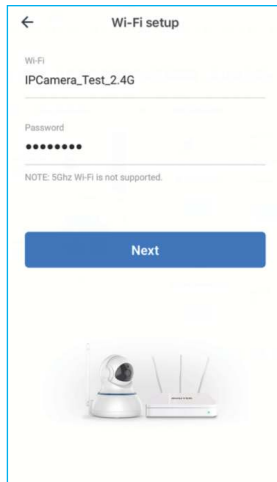
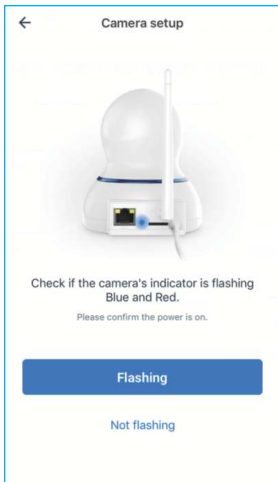




### 3 Pairing WiFi

WiFi connection:

- Power the camera with the included power supply and check if the camera's indicator is flashing Blue and Red, if yes, tap 'Flashing'.
- You will see your 2.4G WiFi is located (remember your phone should connect 2.4GHz network), enter the correct password, then Next.

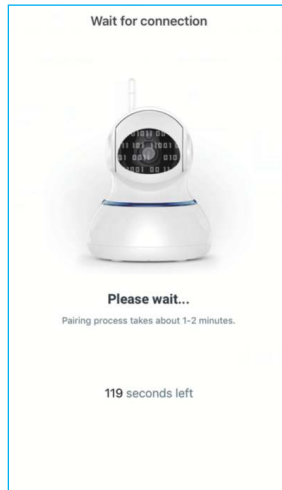


- Scan your QR Code.

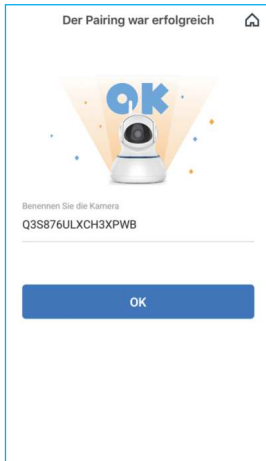
Once the QR Scan is scanned, tap "Next". You will hear a voice prompt on both the camera and your device: "QR code scanning is successful, connecting to the WiFi"



- Once paired, you will hear "WiFi connected", and "the pairing is successful, you can start using it now"



- Name the camera, you can modify the camera name and tap “OK” to begin using your camera.



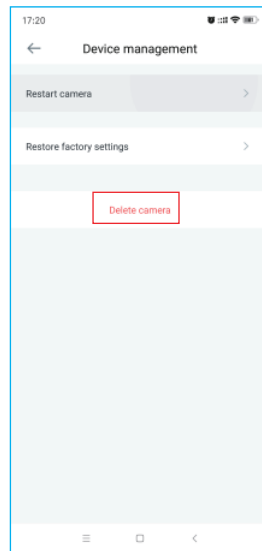
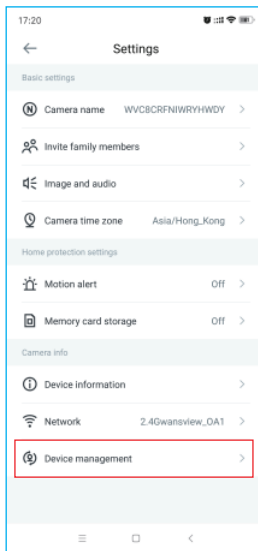
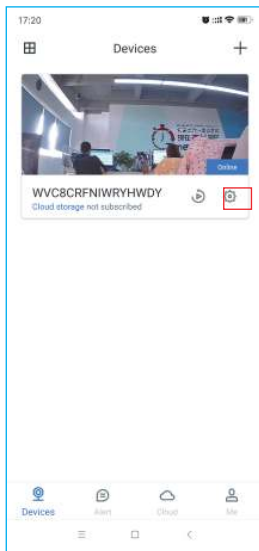
### Ethernet connection:

Connect the camera with the ethernet cable to the router, and connect the power supply, then check if the camera's indicator is flashing Blue and Red, if yes, tap 'Flashing'.

Camera will be searched, tapping Select and camera will be connecting. Once paired, you will hear "the paring is successful, you can start using it now".

## Delete Camera:


Once the camera is deleted, the camera will be back to factory default.  
Tap Setting button, then select Device management, then you can delete the camera.





# Camera functions


## Live Video



Press  to mute the video.

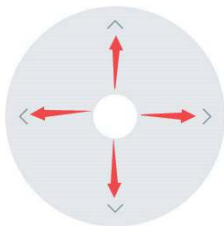
Hold  to talk to the camera.

Press  to manually record to the phone storage, and can check the local record from Me-Local Video.

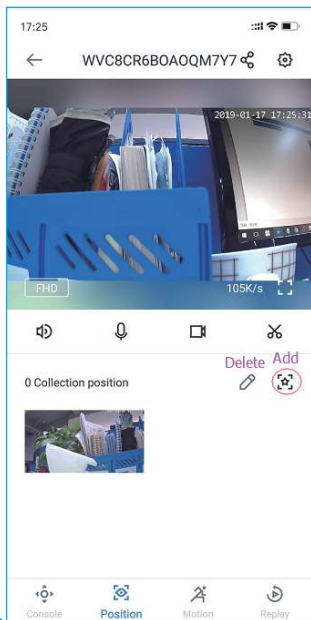
Press  to snap picture to phone storage, and can check the local picture from Me-Local photo.

## Console (only for PTZ camera)

Press the middle white circle and move it in the grey area, you can control the camera through this way.



## Position (Only for PTZ camera)



You can collect the current position for quick browsing, user can set 4 positions. After you set the position, the camera will cruise within the range.

To add a new position, go back to Console and move the camera to other position, then go back to add the new position.

# Motion

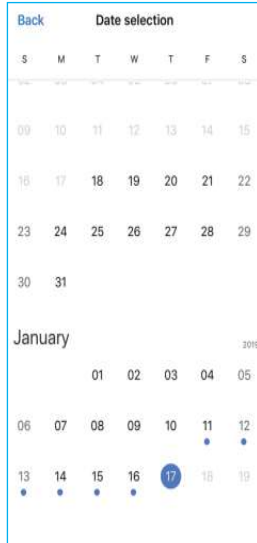
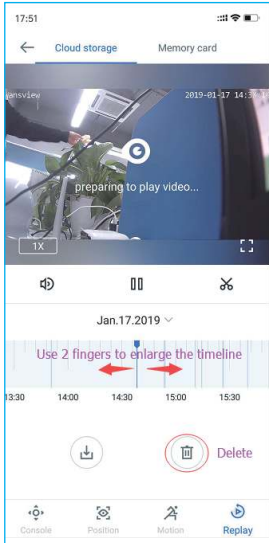


User can check the motion alarm here if the motion alert is enabled on Settings-Motion alert.

On this page, the latest 2 videos will be displayed, to check all the alerts, please go to Alert page(on the alert page, user can check the recent two days short videos for free, if cloud service is subscribed, user can check the recent 7 days, if more than 7 days, please check it from Cloud page to replay the video).



# Replay




Here user can replay the recorded alarm alert on cloud storage (should subscribe the cloud service) or Memory card (only in Lan network)


Press 1X, there are 2X, 4X to fast forward the recorded video.

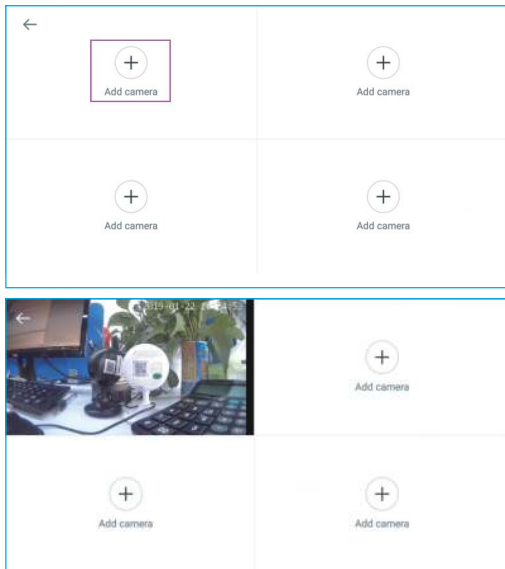
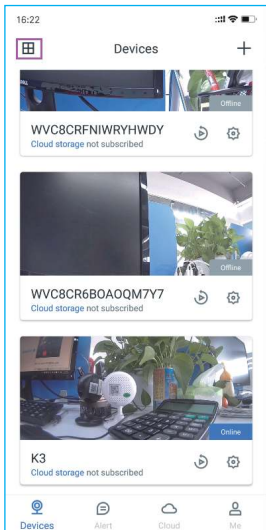
Blue fragment means there are motion alerts.

User can use 2 fingers to enlarge the fragment to choose a more specific time period


User can delete the alerts saved on cloud by tapping  , selecting the fragment that you want to delete, or you can delete the whole day.

## Multiple View

Press  , user can set up Multiple view mode to view different cameras at the same time. On multiple view mode, the video is streaming at 480P resolution.




# Settings

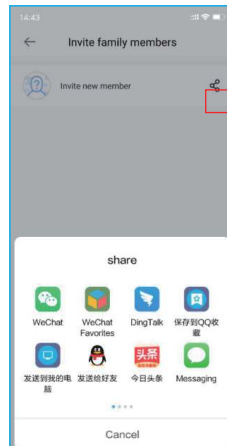
Press  to enter Settings, and user can name the camera, share the camera to other family members, set up audio, night vision, alert and SD card recording etc.

## 1 Camera Name

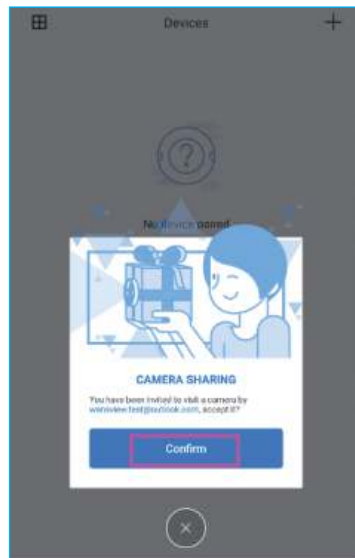
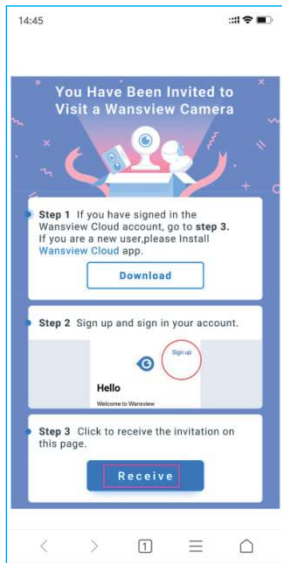
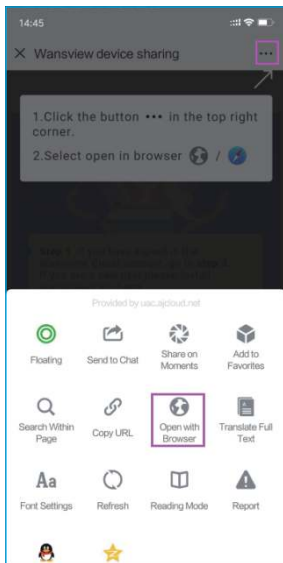
you can find the camera ID, and set camera name here. Max character is 16 git.

## 2 Invite family members

Tap Settings-Invite family members or press  to enter share device, you can share camera feed with family members.



The shared member should download the Wansview Cloud app, and register an new account, then click “Receive”.



### 3 Image and Audio



**Image Rotation:** User can rotate the image if the camera is installed upside down.

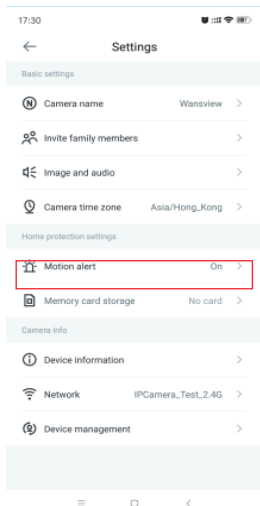
**Auto Night vision:** Default is on, if the camera night vision is not working, please make sure whether the Auto Night vision is enabled.

**Camera Microphone:** Default is on, and user can adjust the Speaker volume according to your needs.

#### 4 Camera Time zone

You can set the exact time zone for your camera, if you and your camera are in different time zones, then the camera will send you real-time alert notification according to your setting

#### 5 Motion Alert



##### Motion detection



The camera will alert when it detect motion if you turn on this button.

##### Sensitivity Level

Normal

Alert will be triggered with a short video around 10s only when middle low/normal/middle high/high activity is detected.

##### Schedule

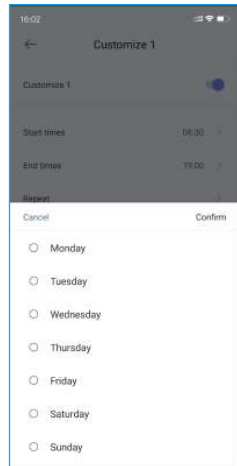
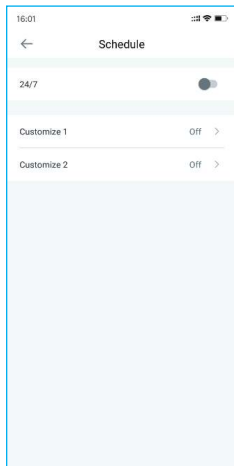
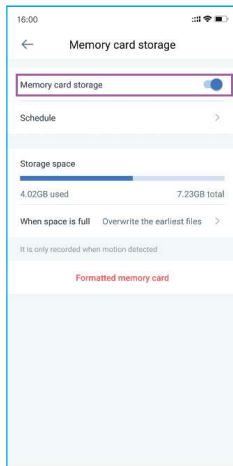
24/7 >

You can set all-day schedule, or at most 2 customized schedule, within 24 hours.

User can check the alert video from Alert Page. User can check the current and the previous day's alerts video for free, if want to check more videos, please subscribe cloud service.

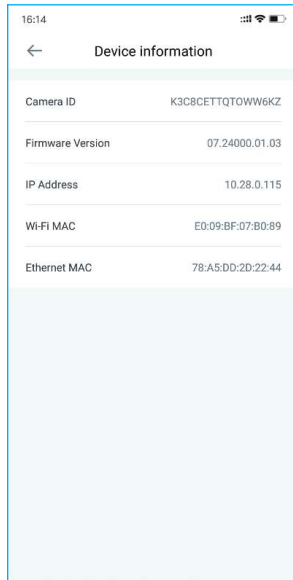
## 6 Memory card storage

User can insert a 8G-128GB Micro SD card into the SD card slot, when there is motion detected, a short video will be saved to the memory card, and user can set up different plan from Schedule, could set all day or 2 customize time.



## 7 Device Information

User can check the camera's ID, Firmware, IP address, WiFi MAC and Ethernet MAC information

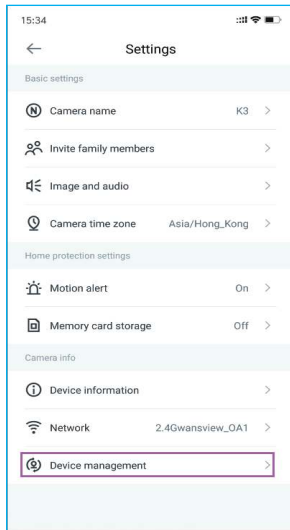




## 8 Network

User can check the camera's WiFi name, and can set up camera to another WiFi network.

## 9 Device management



User can restart the camera or restore the camera to factory settings, please be noted, if the camera restore to factory settings, the camera should be set up WiFi again.

And user can delete the camera from here too.

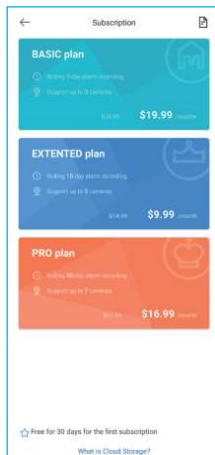
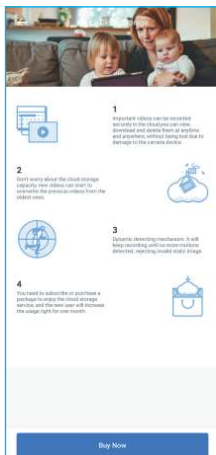
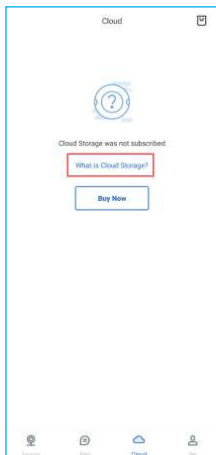
# Cloud Service

There are 3 kinds of subscriptions:

Basic Plan: Rolling 7-day alarm recording, it supports up to 3 cameras to record video.

Extended Plan: Rolling 15-day alarm recording, it supports up to 5 cameras.

Pro plan: Rolling 30-day alarm recording, it supports up to 7 cameras.





# LET US KNOW WHAT YOU THINK

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Thank you so much for your order and trust to Wansview. Please feel free to contact us if you have any questions about the product application.

**As a young and growing company, it would mean the world to us if you could leave an honest review about our product and services.**

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US/CA: [service@wansview.com](mailto:service@wansview.com)  
UK: [service3@wansview.com](mailto:service3@wansview.com)



US/CA: [service2@wansview.com](mailto:service2@wansview.com)  
UK: [service3@wansview.com](mailto:service3@wansview.com)



TEL: +13236863288 Available time: 6 pm - 3 am (PST Time) from Monday to Friday



Facebook: <https://www.facebook.com/WansviewOfficial>



Youtube: <https://www.youtube.com/WansviewOfficial>

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The instruction is for reference only. Slight differences may be found in the user interface. All the designs and software here are subject to change without prior written notice. For latest instructions, please go to [www.wansview.com](http://www.wansview.com) to download.

